FLORIDA OSS BELLSOUTH'S RESPONSE TO 2ND AMENDED EXCEPTION 112 (TVV4)

@ BELLSOUTH

Florida OSS Test
Second Amended Exception 112

Date: February 8, 2002

EXCEPTION REPORT

KPMG Consulting has identified an exception as a result of the testing activities associated with Provisioning Verification and Validation (TVV4).

Exception:

BellSouth's systems or representatives have not consistently provisioned service and features as specified in orders submitted by KPMG Consulting. (TVV4)

Background:

As part of its Operational Support System (OSS) testing efforts in Florida, KPMG Consulting has been conducting a Customer Service Record (CSR) Validation test to ensure that the information contained in the CSR is correctly updated and consistent with the Local Service Request (LSR). KPMG Consulting compared the post-activity CSR with the LSR and/or pre-activity CSR.

KPMG Consulting expects the information on the post-activity CSR to be consistent with

   Updated information in the LSR and,

   information contained in the pre-activity CSR for items where the LSR did not specify updates.

Issue:

KPMG Consulting applies a success standard of 95%[1] when testing BellSouth's ability to correctly update CSRs. KPMG Consulting has reviewed 190 CSRs. CSRs for 87 telephone numbers were not consistent with the information in the pre-activity CSR or the LSR submitted to BellSouth. Based on these initial findings, BellSouth has updated 54% of the analyzed CSRs accurately. KPMG Consulting has found the following discrepancies:

   Issue 1: Directory listing section of the post-CSR did not accurately reflect information contained in the pre-CSR or changes specified in the DL form of the LSR.

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[1] KPMG Consulting applied standards based on its professional judgment in the absence of 1) FPSC-approved standards or 2) documented BLS guidelines.

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	PON	VER	CC	Result	BellSouth's Findings
1a	015011FPRN100016	00	9990	The DL section of the LSR specified a Listing Type of 1, which specifies a listed number. However the post-CSR identifies the number as a non-pub. A listed LAL was also specified by the LSR, but the post-CSR does not show an auxiliary listing.	KPMG removed this PON from the exception.
1b	075021FPTF102010	03	9990	The DL form specified a LNLN of Resident and a LNFN of Rcm for the listing that was changed. However, the post-CSR has a LN of R*C*M	Agree Service Rep error

Issue 2: Location did not update in the post-CSR as specified in the EU section of the LSR.

	PON	VER	CC	Result	BellSouth's Findings
2a	012011FPTN000005	00	9993	The LSR specified 9776 as the End User room, but the LOC field in the post-CSR has 9881 as the room.	Do not agree -When the customer moves to a new location, new facilities will be used to connect service at the new location. -ACT T is required to move the customer's service to a new location. -KPMG sent REQTYP E, ACT C, LNA C. End User LOC field is not used for this request type. **2nd Amendment:** The BellSouth

	PON	VER	CC	Result	BellSouth's Findings
					Business Rules for Local Ordering will be updated by 03/01/02 to clarify the use of ACT T/ LNA C for inside moves. A Carrier Notification and change request will be opened to notify CLECs of the documentation defect.
2b	012011FPLN000010	00	9993	The LSR specified 9600 as the End User room, but the LOC field in the post-CSR has 9982 as the room.	Do not agree -When the customer moves to a new location, new facilities will be used to connect service at the new location. -ACT T is required to move the customer's service to a new location. -KPMG sent REQTYP E, ACT C, LNA C. End User LOC field is not used for this request type. **2nd Amendment:** The BellSouth Business Rules for Local Ordering will be updated by 03/01/02 to clarify the use of ACT T/ LNA C for inside moves. A Carrier Notification and change request will be opened to notify CLECs of the documentation

	PON	VER	CC	Result	BellSouth's Findings
					defect.
2c	057021FPMC000004	00	9990	The LSR specifies the end user floor as 99 and the end user room as 9761, but the post-CSR populates the LOC section with DES (4TH FLR BELLSOUTH CO).	Agree. Service rep error.

Issue 3: Listed number is the previous ATN, which was disconnected, and the disconnected lines are still listed in the hunt group on the post-CSR.

	PON	VER	CC	Result	BellSouth's Findings
3a	018042FPTN000008	01	9993	The order was issued to disconnect the existing ATN and 1 auxiliary line of a 5 line resale customer, and it completed on 5/2. The post-CSR shows 9545222037 (existing ATN that was disconnected) as an account number. The TN 9545222037 was removed from the S&E section, but it was not removed from the hunt group. The LSR also specifies that 9545222183 is to be disconnected and removed from the hunt group. This line is no longer present in S&E section of the post-CSR, but it is still listed as a member of the hunt group.	Agree. BellSouth will implement a feature on 02/02/02 to address this issue.

Issue 4: BTN on the LSR is different than the BAN1 on the post-CSR.

	PON	VER	CC	Result	BellSouth's Findings
4a	019011FPEN100005	00	8772	The BAN1 specified in the LSR is 904N250168168, but the BTN on the post-CSR is 904Q932812212.	KPMG removed this PON from the exception.

Issue 5: Disconnected line has incorrect call transfer information on the post-CSR.

	PON	VER	CC	Result	BellSouth's Findings
5a	018051FPRJ000022	00	9993	The LSR specifies that calls are to be transferred from 9043549746 to 9033548705, but the post-CSR has calls transferred from 9043548705 to 9033548705.	Agree. BellSouth implemented a defect fix to address this issue on 11/03/01.

Issue 6: Hunt groups were not updated as specified by the LSR.

	PON	VER	CC	Result	BellSouth's Findings
6a	002141FPEJ001001	00	9990	The LSR specified the addition of sequential hunting for 5615140316 & 5615140322, but the hunt group did not appear on the post-activity CSR.	Agree. Service rep error.
6b	013021FPEN000003	00	9993	The LSR specified the addition of 9545223720 & 9544679084 to the existing hunt group, but the post-activity CSR did not list the lines as part of the hunt group. However,	Agree. BellSouth will implement a feature on 02/02/02 to address this issue.

	PON	VER	CC	Result	BellSouth's Findings
				the lines are listed in the S&E section of the post-CSR.	
6c	018011FPTN003006	00	9993	The LSR specified that 9545228153 & 9545228797 were to be disconnected and removed from the hunt group. These lines are no longer present in the S&E section of the post-CSR, but they are still listed as members of the hunt group.	Agree. BellSouth will implement a feature on 02/02/02 to address this issue.
6d	018011FPTN002007	00	9993	The LSR specified that 9545222644 & 9545225471 were to be disconnected and removed from the hunt group. These lines are no longer present in the S&E section of the post-CSR, but they are still listed as members of the hunt group.	Agree. BellSouth will implement a feature on 02/02/02 to address this issue.
6e	018011FPLN000012	00	9993	The LSR specified that 8504339771 & 8504339774 were to be disconnected and removed from the hunt group. These lines are no longer present in the S&E section of the post-CSR, but they are still listed as members of the hunt group.	Agree. BellSouth will implement a feature on 02/02/02 to address this issue.

Issue 7: The location did not update in the post-CSR as specified in the EU section of the LSR, and the hunt groups were not updated as specified by the LSR.

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	PON	VER	CC	Result	BellSouth's Findings
7a	012051FPEJ100004	00	9993	The LSR specifies the end user floor as 89 and the end user room as 8902, but the post-CSR populates the floor as 99 and the room as 9877. The LSR specified sequential hunting for 3055774534, but this line was not a member of the hunt group on the post-CSR.	Agree with hunting issue. BellSouth will implement a feature on 02/02/02 to address this hunting issue. KPMG agrees with BellSouth's response, these orders should have been submitted using ACT T.
7b	012051FPEJ000005	00	9993	The LSR specifies the end user floor as 89 and the end user room as 8908, but the post-CSR populates the floor as 99 and the room as 9879. The LSR specified sequential hunting for 8502363886, but this line was not a member of the hunt group on the post-CSR.	Agree with hunting issue. BellSouth will implement a feature on 02/02/02 to address this hunting issue. KPMG agrees with BellSouth's response, these orders should have been submitted using ACT T.
7c	012051FPTJ001008	00	9993	The LSR specifies the end user floor as 89 and the end user room as 8910, but the post-CSR populates the floor as 99 and the room as 9878. The LSR specified sequential hunting for 8502306338, but this line was not a member of the hunt group on the post-CSR.	Agree with hunting issue. BellSouth will implement a feature on 02/02/02 to address this hunting issue. KPMG agrees with BellSouth's response, these orders should have been submitted using ACT T.

Issue 8: Chargeable listings in the S&E section of the post-CSR changed.

	PON	VER	CC	Result	BellSouth's Findings

	PON	VER	CC	Result	BellSouth's Findings
8a	011071FPEJ005003	00	9993	Chargeable listing USOC changed from CLT (business additional listing) to FLT (listing no rate).	KPMG will remove this PON from the exception.
8b	011071FPTJ000015	00	9993	Chargeable listing USOC changed from CLT (business additional listing) to FLT (listing no rate).	KPMG will remove this PON from the exception.

Issue 9: There are features or services in the S&E section of the post-activity CSR that were neither specified in the LSR nor appeared in the pre-activity CSR. The CLEC contact information on the post-activity CSR is incorrect.

	PON	VER	CC	Result	BellSouth's Findings
9a	010161FPTN101009	00	9993	The LSR specified a FPI code of E on the RS form, but the post-CSR displayed PCA BO instead of PCA OF (freeze PIC). The reseller contact name (RESCN) did not update in the post-CSR as specified in the LSR.	Agree. Service rep error.
9b	010161FPTN100011	00	9993	The LSR specified a FPI code of E on the RS form, but the post-CSR displayed PCA BO instead of PCA OF (freeze PIC). The reseller contact name (RESCN) did not update in the post-CSR as specified in the LSR.	Agree. Service rep error.

Issue 10: Features or services listed in the S&E section of the post-activity CSR differ from those specified in the pre-activity CSR or LSR.

	PON	VER	CC	Result	BellSouth's Findings
10a	001121FPEN100002	00	9990	The LSR specifies W as an	KPMG will

	PON	VER	CC	Result	BellSouth's Findings
				ACT code. Two additional USOC codes were added to the S&E section of the LSR that were not present on the pre-activity CSR. The USOC codes are NW102 and ADL11.	remove this PON from the exception.
10b	002191FPEN100002	00	9990	Three way calling (ESC) was specified in the LSR as a new feature for 9045980680, but the feature was not present on the post-CSR.	KPMG will remove this PON from the exception.
10c	002191FPEN100007	00	9990	Three way calling (ESC) was specified as a new feature, but the feature was not present on the post-CSR.	KPMG will remove this PON from the exception.
10d	010111FPLN100010	00	9993	The LSR specified a FPI code of E on the RS form, but the LPIC was frozen instead. Call Waiting (ESX) was listed as a feature in the post-CSR, but it was not specified in the LSR.	KPMG will remove this PON from the exception.
10e	012031FPEJ003004	03	9993	The LSR specified the addition of features with USOC codes of HBY and NSD for 8502304972 & 8502304967, but neither were found on the post-CSR.	Agree BellSouth implemented an EDI defect fix on 08/11/01 to correct this issue.
10f	012041FPEJ001001	00	9993	The post-CSR lists UEPRC (USOC if caller id is a feature) instead of the UEPRL (USOC if caller id is not a feature) USOC listed on the LSR. UEPVF is present on the post-CSR even though no features are specified on the post-CSR.	Agree. Service rep error.
10g	035071FPMC000007	00	9990	The LSR specifies a W	KPMG

	PON	VER	CC	Result	BellSouth's Findings
				activity type, but USOC codes differ between the pre and post-CSRs. The FUJMX USOC appeared on the pre-CSR but not on the post-CSR. A PR7BV & CTG (CLS 80.DCAD.508422.023.SB) as well as a PR7EX & CTG (CLS 80.DZZD.508422.001.SB) were found on the post-CSR and not on the pre-CSR.	removed this PON from the exception.

Issue 11: The post-CSR CLEC contact in the S&E section differs from the Initiator Identification and Initiator telephone number specified in the LSR.

	PON	VER	CC	Result	BellSouth's Findings
11a	001081FPLJ000008	00	9990	The CLEC contact (UNECN) on the S&E section of the post-activity CSR lists the implementation contact instead of the initiator.	Agree. BellSouth implemented an EXACT program fix to address this issue 11/01/01.
11b	010032FPLN100021	00	9993	The reseller contact name (RESCN) did not update in the post-CSR as specified in the LSR.	Agree. Service rep error.
11c	010032FPLN100022	00	9993	The reseller contact name (RESCN) did not update in the post-CSR as specified in the LSR.	Agree. Service rep error.
11d	011071FPEJ002004	01	9993	The CLEC contact name (UNECN) did not update in the post-CSR as specified in the LSR.	Agree. BellSouth implemented an EXACT program fix to address this issue 11/01/01.
11e	012031FPRJ000017	00	9993	The CLEC contact	Agree.

	PON	VER	CC	Result	BellSouth's Findings
				(UNECN) on the S&E section of the post-activity CSR lists the implementation contact instead of the initiator.	BellSouth implemented an EXACT program fix to address this issue 11/01/01.
11f	058022FPMC000002	00	9993	The reseller contact name (RESCN) did not update in the post-CSR as specified in the LSR.	Agree. Service rep error.

Issue 12: The CLEC Contact Name (UNECN) in the S&E section of the post-CSR is spelled incorrectly.

	PON	VER	CC	Result	BellSouth's Findings
12a	011071FPEJ001007	02	9993	The LSR specified L Mireles, but the post-CSR listed L Mereles.	Agree. Service rep error.

Issue 13: The information in the DL section of the post-CSR is different than the information contained in the pre-CSR or LSR.

	PON	VER	CC	Result	BellSouth's Findings
13a	070011FPTH002011	00	9990	The DL section of the post-CSR differs from the pre-CSR and even the information contained in the EU section of the LSR. The LN section of the post-CSR has CKS; BELLSOUTH FLA as the name, and the LA section has 2660 NW 137th ST. The pre-CSR and EU section of the LSR list the name as Richcom located at 2660 E Superior Street. The	KPMG removed this PON from the exception.

	PON	VER	CC	Result	BellSouth's Findings
				SIC code changed from 7999 to 8711 even though a DL form was not submitted.	
13b	070011FPLH000020	04	9990	The LN section of the post-CSR has CKS; BELLSOUTH FLA whereas the end user name on the LSR is Richcom. Richcom is also the name listed on the pre-CSR. The SIC code changed from 7999 to 8711 even though a DL form was not submitted.	KPMG removed this PON from the exception.
13c	072011FPTH100026	00	9990	The LN section of the post-CSR has CKS; BELLSOUTH FLA whereas the end user name on the LSR is Richcom.	KPMG removed this PON from the exception.
13d	072011FPTH100034	00	9990	The LN section of the post-CSR has CKS; BELLSOUTH FLA whereas the end user name on the LSR is Flo South.	KPMG removed this PON from the exception.
13e	080021FPTH000008	00	9990	The LN section of the post-CSR has CKS; BELLSOUTH FLA whereas the end user name on the LSR is Richcom.	KPMG removed this PON from the exception.

Issue 14: The information in the DL section of the post-CSR is different than the information contained in the pre-CSR or LSR. The CLEC contact is also incorrect. The BAN1 on the LSR does not equal the BTN on the post-CSR.

	PON	VER	CC	Result	BellSouth's Findings
14a	072011FPTH100022	00	9990	The LN section of the	KPMG removed

	PON	VER	CC	Result	BellSouth's Findings
				post-CSR for the loop service order (072011FPTH100022) has CKS; BELLSOUTH FLA as the name. The EU section of the LSR lists the name as Flo South.	this PON from the exception.
14b	072011FPTF100022	00	9990	The BTN (305Q855482482) on the post-CSR for the DL record update (072011FPTF100022) differs from the BAN1 on the LSR (305Q850860860).	Agree BellSouth corrected this issue in release 10.0 on 9/29/01. This PON should be in Issue 4 table above.

Issue 15: The information in the DEL field of the DIR section of the post-CSR is different than the information contained in the pre-CSR or LSR.

	PON	VER	CC	Result	BellSouth's Findings
15a	001051FPEJ100008	00	9990	The DEL field on the pre-CSR is A0 whereas it is A1 on the post-CSR.	-Agree -The BellSouth Business Rules for Local Ordering was updated on 8/28/01 to reflect the directory delivery quantity process for migration orders submitted without a specified quantity. -This issue is being addressed in Observation 82. BellSouth will implement a feature on 02/02/02 to make the mechanized and manual processes consistent.
15b	001051FPEJ100011	00	9990	The DEL field on the	-Agree

	PON	VER	CC	Result	BellSouth's Findings
				pre-CSR is A0, B0 whereas it is A1, B1 on the post-CSR.	-The BellSouth Business Rules for Local Ordering was updated on 8/28/01 to reflect the directory delivery quantity process for migration orders submitted without a specified quantity. -This issue is being addressed in Observation 82. BellSouth will implement a feature on 02/02/02 to make the mechanized and manual processes consistent.
15c	001051FPEJ100015	00	9990	The DEL field on the pre-CSR is A0 whereas it is A1 on the post-CSR.	-Agree -The BellSouth Business Rules for Local Ordering was updated on 8/28/01 to reflect the directory delivery quantity process for migration orders submitted without a specified quantity. -This issue is being addressed in Observation 82. BellSouth will implement a feature on 02/02/02 to make the mechanized and manual processes consistent.
15d	001051FPTJ100023	00	9990	The DEL field on the pre-CSR is A0, B0 whereas it is A1, B1 on the post-CSR.	-Agree -The BellSouth Business Rules for Local Ordering was updated on 8/28/01

	PON	VER	CC	Result	BellSouth's Findings
					to reflect the directory delivery quantity process for migration orders submitted without a specified quantity. -This issue is being addressed in Observation 82. BellSouth will implement a feature on 02/02/02 to make the mechanized and manual processes consistent.
15e	001051FPTJ102027	00	9990	The DEL field on the pre-CSR is A0, B0 whereas it is A1, B1 on the post-CSR.	-Agree -The BellSouth Business Rules for Local Ordering was updated on 8/28/01 to reflect the directory delivery quantity process for migration orders submitted without a specified quantity. -This issue is being addressed in Observation 82. BellSouth will implement a feature on 02/02/02 to make the mechanized and manual processes consistent.
15f	001051FPRJ100033	00	9990	The DEL field on the pre-CSR is A0, B0 whereas it is A1, B1 on the post-CSR.	-Agree -The BellSouth Business Rules for Local Ordering was updated on 8/28/01 to reflect the directory delivery quantity process for migration orders

	PON	VER	CC	Result	BellSouth's Findings
					submitted without a specified quantity. -This issue is being addressed in Observation 82. BellSouth will implement a feature on 02/02/02 to make the mechanized and manual processes consistent.
15g	001052FPTJ100009	00	9990	The DEL field on the pre-CSR is A0 whereas it is A5 on the post-CSR.	-Agree -The BellSouth Business Rules for Local Ordering was updated on 8/28/01 to reflect the directory delivery quantity process for migration orders submitted without a specified quantity. -This issue is being addressed in Observation 82. BellSouth will implement a feature on 02/02/02 to make the mechanized and manual processes consistent.
15h	001061FPEJ102005	00	9990	The DEL field on the pre-CSR is A0, B0, C0 whereas it is A1, B1, C1 on the post-CSR.	-Agree -The BellSouth Business Rules for Local Ordering was updated on 8/28/01 to reflect the directory delivery quantity process for migration orders submitted without a specified quantity. -This issue is being addressed in

	PON	VER	CC	Result	BellSouth's Findings
					Observation 82. BellSouth will implement a feature on 02/02/02 to make the mechanized and manual processes consistent.
15h	001061FPEJ100007	00	9990	The DEL field on the pre-CSR is A0, B0 whereas it is A1, B1, C1 on the post-CSR.	-Agree -The BellSouth Business Rules for Local Ordering was updated on 8/28/01 to reflect the directory delivery quantity process for migration orders submitted without a specified quantity. -This issue is being addressed in Observation 82. BellSouth will implement a feature on 02/02/02 to make the mechanized and manual processes consistent.
15i	001061FPRJ101029	00	9990	The DEL field on the pre-CSR is A0 whereas it is A1 on the post-CSR.	-Agree -The BellSouth Business Rules for Local Ordering was updated on 8/28/01 to reflect the directory delivery quantity process for migration orders submitted without a specified quantity. -This issue is being addressed in Observation 82. BellSouth will implement a feature on 02/02/02 to make

	PON	VER	CC	Result	BellSouth's Findings
					the mechanized and manual processes consistent.
15j	001161FPEN100005	00	9990	The DEL field on the pre-CSR is A0, B0 whereas it is A0, B0, C0 on the post-CSR.	KPMG removed this PON from the exception.
15k	001161FPRN100017	00	9990	The DEL field on the pre-CSR is A0, B0 whereas it is A0, B0, C0 on the post-CSR.	KPMG removed this PON from the exception.
15l	002081FPEJ100013	00	9990	The DEL field on the pre-CSR is A0, B0 whereas it is A2, B2 on the post-CSR.	-Agree -The BellSouth Business Rules for Local Ordering was updated on 8/28/01 to reflect the directory delivery quantity process for migration orders submitted without a specified quantity. -This issue is being addressed in Observation 82. BellSouth will implement a feature on 02/02/02 to make the mechanized and manual processes consistent.
15m	002081FPEJ100014	00	9990	The DEL field on the pre-CSR is A0, B0 whereas it is A2, B2 on the post-CSR.	-Agree -The BellSouth Business Rules for Local Ordering was updated on 8/28/01 to reflect the directory delivery quantity process for migration orders submitted without a specified quantity. -This issue is being addressed in

	PON	VER	CC	Result	BellSouth's Findings
					Observation 82. BellSouth will implement a feature on 02/02/02 to make the mechanized and manual processes consistent.
15n	~~002081FPTJ00024~~ 002081FPTJ10024	00	9990	The DEL field on the pre-CSR is A0 whereas it is A2 on the post-CSR.	10/16/01 KPMG provided correct PON. -Agree -The BellSouth Business Rules for Local Ordering was updated on 8/28/01 to reflect the directory delivery quantity process for migration orders submitted without a specified quantity. -This issue is being addressed in Observation 82. BellSouth will implement a feature on 02/02/02 to make the mechanized and manual processes consistent.
15o	002081FPTJ100026	00	9990	The DEL field on the pre-CSR is A0 whereas it is A2 on the post-CSR.	-Agree -The BellSouth Business Rules for Local Ordering was updated on 8/28/01 to reflect the directory delivery quantity process for migration orders submitted without a specified quantity. -This issue is being addressed in Observation 82.

	PON	VER	CC	Result	BellSouth's Findings
					BellSouth will implement a feature on 02/02/02 to make the mechanized and manual processes consistent.
15p	002081FPTJ101028	00	9990	The DEL field on the pre-CSR is A0, B0 whereas it is A2, B2 on the post-CSR.	-Agree -The BellSouth Business Rules for Local Ordering was updated on 8/28/01 to reflect the directory delivery quantity process for migration orders submitted without a specified quantity. -This issue is being addressed in Observation 82. BellSouth will implement a feature on 02/02/02 to make the mechanized and manual processes consistent.
15q	002121FPEJ100003	00	9990	The DEL field on the pre-CSR is A0, B0, C0 whereas it is A1, B1, C1 on the post-CSR.	-Agree -The BellSouth Business Rules for Local Ordering was updated on 8/28/01 to reflect the directory delivery quantity process for migration orders submitted without a specified quantity. -This issue is being addressed in Observation 82. BellSouth will implement a feature on 02/02/02 to make the mechanized and

	PON	VER	CC	Result	BellSouth's Findings
					manual processes consistent.
15r	002121FPEJ100007	00	9990	The DEL field on the pre-CSR is A0 whereas it is A1 on the post-CSR.	-Agree -The BellSouth Business Rules for Local Ordering was updated on 8/28/01 to reflect the directory delivery quantity process for migration orders submitted without a specified quantity. -This issue is being addressed in Observation 82. BellSouth will implement a feature on 02/02/02 to make the mechanized and manual processes consistent.
15s	002131FPEJ100007	00	9990	The DEL field on the pre-CSR is A0, B0 whereas it is A2, B2 on the post-CSR.	-Agree -The BellSouth Business Rules for Local Ordering was updated on 8/28/01 to reflect the directory delivery quantity process for migration orders submitted without a specified quantity. -This issue is being addressed in Observation 82. BellSouth will implement a feature on 02/02/02 to make the mechanized and manual processes consistent.
15t	002151FPEJ100001	01	9990	The DEL field on the pre-CSR is A0, B0	KPMG removed this PON from the

	PON	VER	CC	Result	BellSouth's Findings
				whereas it is A0, B0, C0 on the post-CSR.	exception.
15u	002151FPEJ100003	00	9990	The DEL field on the pre-CSR is A0, B0 whereas it is A1, B1, C1 on the post-CSR.	-Agree -The BellSouth Business Rules for Local Ordering was updated on 8/28/01 to reflect the directory delivery quantity process for migration orders submitted without a specified quantity. -This issue is being addressed in Observation 82. BellSouth will implement a feature on 02/02/02 to make the mechanized and manual processes consistent.
15v	002151FPEJ100005	00	9990	The DEL field on the pre-CSR is A0, B0 whereas it is A1, B1 on the post-CSR.	-Agree -The BellSouth Business Rules for Local Ordering was updated on 8/28/01 to reflect the directory delivery quantity process for migration orders submitted without a specified quantity. -This issue is being addressed in Observation 82. BellSouth will implement a feature on 02/02/02 to make the mechanized and manual processes consistent.
15w	002151FPTJ101010	00	9990	The DEL field on the pre-CSR is A0, B0,	-Agree -The BellSouth

		PON	VER	CC	Result	BellSouth's Findings
					C0 whereas it is A1, B1, C1 on the post-CSR.	Business Rules for Local Ordering was updated on 8/28/01 to reflect the directory delivery quantity process for migration orders submitted without a specified quantity. -This issue is being addressed in Observation 82. BellSouth will implement a feature on 02/02/02 to make the mechanized and manual processes consistent.
	15x	002201FPEJ101005	00	9990	The DEL field on the pre-CSR is A0, B0 whereas it is A4, B4 on the post-CSR.	-Agree -The BellSouth Business Rules for Local Ordering was updated on 8/28/01 to reflect the directory delivery quantity process for migration orders submitted without a specified quantity. -This issue is being addressed in Observation 82. BellSouth will implement a feature on 02/02/02 to make the mechanized and manual processes consistent.
	15y	002211FPTJ102009	03	9990	The DEL field on the pre-CSR is A0, B0 whereas it is A1, B1, C1 on the post-CSR.	-Agree -The BellSouth Business Rules for Local Ordering was updated on 8/28/01 to reflect the

	PON	VER	CC	Result	BellSouth's Findings
					directory delivery quantity process for migration orders submitted without a specified quantity. -This issue is being addressed in Observation 82. BellSouth will implement a feature on 02/02/02 to make the mechanized and manual processes consistent.
15z	002211FPTJ100014	00	9990	The DEL field on the pre-CSR is A0 whereas it is A1 on the post-CSR.	-Agree -The BellSouth Business Rules for Local Ordering was updated on 8/28/01 to reflect the directory delivery quantity process for migration orders submitted without a specified quantity. -This issue is being addressed in Observation 82. BellSouth will implement a feature on 02/02/02 to make the mechanized and manual processes consistent.
15aa	006031FPEJ002001	00	9990	The DEL field on the pre-CSR is A0, B0 whereas it is A1, B1 on the post-CSR.	Agree. Service rep error.
15ab	006031FPEJ000006	00	9990	The DEL field on the pre-CSR is A0 whereas it is A1 on the post-CSR.	Agree. Service rep error.
15ac	006031FPTJ000020	00	9990	The DEL field on the pre-CSR is A0, B0,	Agree. Service rep error.

	PON	VER	CC	Result	BellSouth's Findings
				C0 whereas it is A1, B1, C1 on the post-CSR.	
15ad	007011FPEN000002	00	9990	The DEL field on the pre-CSR is A0 whereas it is A1 on the post-CSR.	-Agree -The BellSouth Business Rules for Local Ordering was updated on 8/28/01 to reflect the directory delivery quantity process for migration orders submitted without a specified quantity. -This issue is being addressed in Observation 82. BellSouth will implement a feature on 02/02/02 to make the mechanized and manual processes consistent.
15ac	007011FPEN000006	00	9990	The DEL field on the pre-CSR is A0, B0, C0 whereas it is A1, B1, C1 on the post-CSR.	Agree. Service rep error.
15ad	007011FPTN003007	03	9994	The DEL field on the pre-CSR is A0, B0 whereas it is A1, B1 on the post-CSR.	-Agree -The BellSouth Business Rules for Local Ordering was updated on 8/28/01 to reflect the directory delivery quantity process for migration orders submitted without a specified quantity. -This issue is being addressed in Observation 82. BellSouth will implement a feature

	PON	VER	CC	Result	BellSouth's Findings
					on 02/02/02 to make the mechanized and manual processes consistent.
15ae	007011FPTN000008	01	9990	The DEL field on the pre-CSR is A0, B0 whereas it is A1, B1 on the post-CSR.	Agree. Service rep error.
15af	007061FPEJ103008	00	9991	The DEL field on the pre-CSR is A0 whereas it is A1 on the post-CSR.	KPMG removed this PON from the exception.
15ag	007061FPTJ105013	02	9990	The DEL field on the pre-CSR is A0, B0 whereas it is A1, B1 on the post-CSR.	Agree. Service rep error.
15ah	007061FPTJ102014	01	9990	The DEL field on the pre-CSR is A0 whereas it is A1 on the post-CSR.	-Agree -The BellSouth Business Rules for Local Ordering was updated on 8/28/01 to reflect the directory delivery quantity process for migration orders submitted without a specified quantity. -This issue is being addressed in Observation 82. BellSouth will implement a feature on 02/02/02 to make the mechanized and manual processes consistent.
15ai	011121FPRN100009	00	9993	The DEL field on the pre-CSR is A0, B0 whereas it is A0, B0, C0 on the post-CSR.	KPMG removed this PON from the exception.
15aj	054031FPEN001005	01	9993	The DEL field on the pre-CSR is A0, B0 whereas it is A0, B0, C0 on the post-CSR.	KPMG removed this PON from the exception.

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Issue 16: Features or services listed in the S&E section of the post-activity CSR differ from those specified in the pre-activity CSR or LSR. The information in the DEL field of the DIR section of the post-CSR is different than the information contained in the pre-CSR or LSR.

	PON	VER	CC	Result	BellSouth's Findings
16a	001061FPEJ100006	00	9990	The LSR specified V for both the ACT and LNA, but features were present on the post-CSR that were not specified on the LSR. DRS, ESX, NSS were present in the S&E section of the post-activity CSR even though they were not specified. The DEL field on the pre-CSR is A0, B0 whereas it is A1, B1, C1 on the post-CSR.	-Agree -The BellSouth Business Rules for Local Ordering was updated on 8/28/01 to reflect the directory delivery quantity process for migration orders submitted without a specified quantity. -This issue is being addressed in Observation 82. BellSouth will implement a feature on 02/02/02 to make the mechanized and manual processes consistent. KPMG removed the discrepancy concerning the features.
16b	002151FPTJ100012	00	9990	The LPIC on the post-CSR for 8502345781 was none while the LSR specifies 5124. The DEL field on the pre-CSR is A0 whereas it is A1 on the post-CSR.	-Agree -The BellSouth Business Rules for Local Ordering was updated on 8/28/01 to reflect the directory delivery quantity process for migration orders

	PON	VER	CC	Result	BellSouth's Findings
					submitted without a specified quantity. -This issue is being addressed in Observation 82. BellSouth will implement a feature on 02/02/02 to make the mechanized and manual processes consistent. KPMG removed the discrepancy concerning LPIC.
16c	002201FPEJ100008	01	9990	Caller ID Deluxe was specified in the LSR as a new feature for 9545221354, but this feature was not present on the post-CSR. The DEL field on the pre-CSR is A0, B0 whereas it is A4, B4 on the post-CSR.	Agree BellSouth implemented an EDI defect fix on 08/11/01 to correct this issue. -Agree -The BellSouth Business Rules for Local Ordering was updated on 8/28/01 to reflect the directory delivery quantity process for migration orders submitted without a specified quantity. -This issue is being addressed in Observation 82. BellSouth will implement a feature on 02/02/02 to make the mechanized and

	PON	VER	CC	Result	BellSouth's Findings
					manual processes consistent.
16d	002211FPEJ100001	01	9990	The LSR specified the addition and deletion of features, but the post-CSR did not update accordingly. Call return (NSS) and Area Plus (VR5) were supposed to be added while Ringmaster (DRS) was to be deleted, but this did not occur. The DEL field on the pre-CSR is A0 whereas it is A1 on the post-CSR.	Agree BellSouth implemented an EDI defect fix on 08/11/01 to correct this issue.
16e	~~019031FPEJ000004~~ 019031FPEJ100004	00	3840	The LSR specifies an activity type of W, but the pre-CSR S&E section had the LNPCX USOC while the post-CSR did not contain this USOC. The DEL field on the pre-CSR is A0, B0 whereas it is A1, B1 on the post-CSR.	10/11/01 KPMG provided correct PON. Agree. Service rep error.

Issue 17: The BTN in the BILL section on the post-CSR does not match the Billing Account Number (BAN1) on the LSR. There are services and features in the S&E section of the post-CSR that were neither specified in the LSR nor were they present on the pre-activity CSR .The information in the DEL field of the DIR section of the post-CSR is different than the information contained in the pre-CSR or LSR.

	PON	VER	CC	Result	BellSouth's Findings
17a	001161FPRN100018	00	9990	The BAN1 on the LSR is 561Q855134134 whereas the BTN on the post-CSR is 561Q857170170. The NPU USOC on the pre-activity CSR was changed to the NP3 USOC on the post-	-Agree -The BellSouth Business Rules for Local Ordering was updated on 8/28/01 to reflect the directory delivery quantity process for migration orders

	PON	VER	CC	Result	BellSouth's Findings
				activity CSR. The DEL field on the pre-CSR is A0, B0 whereas it is A1, B1, C1 on the post-CSR.	submitted without a specified quantity. -This issue is being addressed in Observation 82. BellSouth will implement a feature on 02/02/02 to make the mechanized and manual processes consistent. KPMG removed the other discrepancies.

Issue 18: The directory listing section of the post-CSR did not accurately reflect information contained in the pre-CSR or changes specified in the DL form of the LSR. The information in the DEL field of the DIR section of the post-CSR is different than the information contained in the pre-CSR or LSR.

	PON	VER	CC	Result	Bellsouth's Findings
18a	007032FPTJ000004	04	9990	The DL section of the LSR specified a Listing Type of 1, which specifies a listed number. However the post-CSR identifies the number as a non-pub. The DEL field on the pre-CSR is A0, B0 whereas it is A1, B1 on the post-CSR.	Agree. Service rep error.

Amendment:

KPMG Consulting has continued reviewing CSRs, and has found additional issues. As of this amendment, CSRs for 78 instances from a sample of 255 CSRs were not consistent with the information in the pre-activity CSR or the LSR submitted to BellSouth. This amendment adds additional instances to previously observed issues, and adds a new issue. The amendment also includes detail for those issues where KPMG Consulting has issue with BellSouth's Response to Exception 112. Based on KPMG Consulting current

findings, BellSouth updated 69% of the reviewed CSRs accurately. KPMG Consulting has found the following discrepancies:

Issue 1: KPMG Consulting agrees with BellSouth's response for Issue 1a, and this order was removed from the sample since it was cancelled.

Issue 2: KPMG Consulting disagrees with BellSouth's response for issues 2a and 2b because these orders were issued for Inside Moves. According to the BellSouth Business Rules for Local Ordering, "T" refers to the account level activity for Outside Moves. The issue listed below is similar to issues addressed in Issue 2 of the original exception. The location did not update in the post-CSR as specified in the EU section of the LSR.

	PON	VER	CC	Result	BellSouth's Findings
2d	012011FPEN000002	00	9993	The LSR specified 9637 as the End User room, but the LOC field in the post-CSR has 9984 as the room.	-Do not agree -When the customer moves to a new location, new facilities will be used to connect service at the new location. -ACT T is required to move the customer's service to a new location. -KPMG sent REQTYP E, ACT C, LNA C. End User LOC field is not used for this request type. **2nd Amendment:** The BellSouth Business Rules for Local Ordering will be updated by 03/01/02 to clarify the use of ACT T/ LNA C for inside moves. A Carrier Notification and change request will be opened to notify CLECs of the documentation defect.

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Issue 3: KPMG Consulting has not been provided with an implementation date for the feature mentioned in BellSouth's Response.

Issue 4: KPMG Consulting agrees with BellSouth's response to Issue 4a. However, -the issue listed below is similar to Issue 4 of the original exception. The BTN on the LSR is different than the BAN1 on the post-CSR.

	PON	VER	CC	Result	BellSouth's Findings
4b	079022FPTF000006	00	9990	The BAN1 specified in the LSR is 904Q855860860, but the BTN on the post-CSR is 904Q855482482.	-Do not agree. -The correct BAN is obtained from an internal CLEC database for mechanized orders. -As documented in the BellSouth Business Rules the BAN1 field in the FOC is returned to the CLEC with the BTN used on the service order. **2nd Amendment:** Since KPMG agrees with BellSouth's response to Issue 4a, this PON should also be removed from the sample.

Issue 6: KPMG Consulting has not been provided with an implementation date for the defect mentioned in BellSouth's Response to Issue 6b. In addition, BellSouth has not provided an implementation date for the feature mentioned in Issues 6c, 6d, & 6e. The issue listed below is similar to Issue 6 of the original exception. Hunt groups were not updated as specified by the LSR.

	PON	VER	CC	Result	BellSouth's Findings
6f	002141FPEJ001011	00	9990	The LSR specified the addition of sequential hunting for 3056883098 & 3056888359, but the post-activity CSR did not list the hunt group.	Agree Service rep error.

Issue 7: KPMG Consulting has not been provided with an implementation date for the feature mentioned in BellSouth's Response. KPMG Consulting agrees with BellSouth's response concerning the move orders since the orders should have been submitted as Outside Moves. These instances are still considered errors.

Issue 8: KPMG Consulting agrees with BellSouth's response, and these orders were removed from the sample since the issue was caused by a test bed account establishment issue, not a provisioning issue.

Issue 10: Issue 10a was removed from the sample since there is account activity that cannot be validated. Issues 10b and 10c are no longer considered discrepancies since the EDI mapping was in error. Issue 10d was removed from the sample since KPMG Consulting cannot access the LSR Administrative Summary from the LENS GUI. According to the EDI Maps for Issue 10e, the USOC codes of HBY and NSD were delivered to BellSouth. The EDI Maps and FCIF files are included as an attachment. Issue 10g is no longer considered a discrepancy since KPMG Consulting agrees with BellSouth's response.

Issue 11: KPMG Consulting disagrees with BellSouth's response concerning Issues 11a and 11e. According to the UNE – Switched Combos – Rebundled Residence and Business 2-Wire Methods and Procedures, the UNECN includes the initiator's name and number.

Issue 13: KPMG Consulting agrees with BellSouth's response, and these instances are no longer considered discrepancies.

Issue 14: KPMG Consulting agrees with BellSouth. However, both PONs in Issue 14 are considered as part of the same discrepancy since they are associated with the same test case ID and instance.

Issue 15: For every instance where BellSouth is in agreement and Observation 82 is referenced, BellSouth has requested a feature to bring consistency to the Manual and Electronic processes for the DIR section. This feature is detailed in BellSouth's 2nd Amended Response to Observation 82. A target date has not been set for this feature. Issues 15h, 15u, and 15y are still considered discrepancies because the DEL Field quantities updated (A0, B0 to A1, B1, C1), but KPMG Consulting agrees with BellSouth's response concerning the C directory. KPMG Consulting agrees with BellSouth's response for Issues 15j, 15k, 15t, 15ai, and 15aj, and as a result they are no longer considered discrepancies. Issue 15af was removed from the sample since it was submitted during volume testing. The issue listed below is similar to Issue 15 of the original exception. The information in the DEL field of the DIR section of the post-CSR is different than the information contained in the pre-CSR or LSR.

	PON	VER	CC	Result	BellSouth's Findings
15ak	001061FPTJ103017	00	9994	The DEL field on the pre-CSR is A0, B0, C0 whereas	-Agree -The BellSouth

	PON	VER	CC	Result	BellSouth's Findings
				it is A1, B1, C1 on the post-CSR.	Business Rules for Local Ordering was updated on 8/28/01 to reflect the directory delivery quantity process for migration orders submitted without a specified quantity. -This issue is being addressed in Observation 82. BellSouth will implement a feature on 02/02/02 to make the mechanized and manual processes consistent.

Issue 16: KPMG Consulting agrees with BellSouth's response for Issue 16a concerning the features and C Directory. However, Issue 16a is still a discrepancy because the DEL Field quantities updated (A0, B0 to A1, B1, C1). Issue 16b is still considered a discrepancy since the DEL field quantities updated (A0 to A1), but the LPIC issue was caused by a KPMG Consulting EDI Mapping error. Issues 16c and 16d are still considered discrepancies since the DEL field quantities updated, and EDI maps confirm that KPMG Consulting sent the correct data to BellSouth. The EDI Maps and FCIF files are included as an attachment.

Issue 17: This instance is still considered a discrepancy since the DEL Field quantities updated (AO, BO to A1, B1, C1). However, KPMG Consulting agrees with BellSouth concerning the other findings.

Issue 19: For UNE-L orders KPMG Consulting expects to find the Implementation Contact as the contact in the post-CSR. However, the initiator contact is listed as the contact on the post-CSR.

	PON	VER	CC	Result	BellSouth's Findings
19a	088011FPEH001004	00	9993	The initiator contact appears in the UNECN field of the post-CSR instead of the implementation contact.	Agree. BellSouth implemented an EXACT program fix to address this

	PON	VER	CC	Result	BellSouth's Findings
					issue 11/01/01.
19b	097032FPMC030001	VER 01 CR 01	9993	The initiator contact appears in the UNECN field of the post-CSR instead of the implementation contact.	Agree. BellSouth implemented an EXACT program fix to address this issue 11/01/01.
19c	097061FPMC030005	00	9993	The initiator contact appears in the UNECN field of the post-CSR instead of the implementation contact.	Agree. BellSouth implemented an EXACT program fix to address this issue 11/01/01.
19d	099032FPMC010004	Ver 01 CR	9993	The initiator contact appears in the UNECN field of the post-CSR instead of the implementation contact.	Agree. BellSouth implemented an EXACT program fix to address this issue 11/01/01.
19e	099051FPMC000002	01	9990	The initiator contact phone number appears in the UNECN field of the post-CSR instead of the implementation contact phone number.	Agree. BellSouth implemented an EXACT program fix to address this issue 11/01/01.
19f	099061FPMC000001	02	9990	The initiator contact phone number appears in the UNECN field of the post-CSR instead of the implementation contact phone number.	Agree. BellSouth implemented an EXACT program fix to address this issue 11/01/01.
19g	099071FPMC010001	00	9990	The initiator contact phone number appears in the	Agree. BellSouth

	PON	VER	CC	Result	BellSouth's Findings
				UNECN field of the post-CSR instead of the implementation contact phone number.	implemented an EXACT program fix to address this issue 11/01/01.
19h	100022FPMC010004	00	9993	The initiator contact phone number appears in the UNECN field of the post-CSR instead of the implementation contact phone number.	Agree. BellSouth implemented an EXACT program fix to address this issue 11/01/01.

2nd Amendment:

Based on initial testing activities, 77 instances from a sample of 255 CSRs were not consistent with the information in the pre-activity CSR or LSR submitted to BellSouth. There are still three instances listed below where there is disagreement between BellSouth and KPMG Consulting. Based on KPMG Consulting's initial testing activities, BellSouth updated 70% of the reviewed CSRs accurately.

KPMG Consulting's retest identified 10 instances from a sample of 43 CSRs that were not consistent with the information in the pre-activity CSR or LSR submitted to BellSouth. Based on retest activities, BellSouth has updated 77% of the reviewed CSRs accurately.

Issues Associated with Initial Testing Activities

Issue 2: Location did not update in the post-CSR as specified in the EU section of the LSR. BellSouth is reviewing ordering rules for Inside Moves.

	PON	VER	CC	Result	BellSouth's Findings
2a	012011FPTN000005	00	9993	The LSR specified 9776 as the End User room, but the LOC field in the post-CSR has 9881 as the room.	This PON is also listed in the original exception. The BellSouth Business Rules for Local Ordering will be updated by 03/01/02 to clarify

	PON	VER	CC	Result	BellSouth's Findings
					the use of ACT T/ LNA C for inside moves. A Carrier Notification and change request will be opened to notify CLECs of the documentation defect.
2b	012011FPLN000010	00	9993	The LSR specified 9600 as the End User room, but the LOC field in the post-CSR has 9982 as the room.	This PON is also listed in the original exception. The BellSouth Business Rules for Local Ordering will be updated by 03/01/02 to clarify the use of ACT T/ LNA C for inside moves. A Carrier Notification and change request will be opened to notify CLECs of the documentation defect.
2d	012011FPEN000002	00	9993	The LSR specified 9637 as the End User room, but the LOC field in the post-CSR has 9984 as the room.	This PON is not listed in the original exception but was submitted during the original test period. The BellSouth Business Rules for Local Ordering will be updated by 03/01/02 to clarify the use of ACT T/ LNA C for inside moves. A Carrier Notification and change request will be opened to notify CLECs of the

	PON	VER	CC	Result	BellSouth's Findings
					documentation defect.

Retest Related Issues

Retest Issue 1: The post-activity CSR CLEC contact in the S&E section differs from the Initiator Identification and Initiator telephone number specified in the LSR. These issues are similar to the issues addressed in Issue 11 of Exception 112.

	PON	VER	CC	Result	BellSouth's Findings
R1a	006031GPEJ102001	00	9990	The CLEC contact (UNECN) in the S&E section did not update in the post-CSR as specified in the LSR.	Agree Service rep error.
R1b	006031GPTJ101023	01	9990	The CLEC contact (UNECN) in the S&E section did not update in the post-CSR as specified in the LSR.	Agree Service rep error.
R1c	010011GPEN100002	00	9993	The reseller contact (RESCN) did not update in the post-CSR as specified in the LSR.	Agree Service rep error.
R1d	010011GPTN100007	01	9993	The reseller contact (RESCN) did not update in the post-CSR as specified in the LSR.	Agree Service rep error.
R1e	010011GPTN100010	00	9993	The reseller contact (RESCN) did not update in the post-CSR as specified in the LSR.	Agree Service rep error.
R1f	010011GPTN100011	02	9993	The reseller contact (RESCN) did not update in the post-CSR as specified in the LSR.	Agree Service rep error.
R1g	010011GPLN100015	00	9993	The reseller contact (RESCN) did not update in the post-CSR as specified in the LSR.	Agree Service rep error.
R1h	016093GPTJ001009	00	9993	The CLEC contact (UNECN) in the S&E	Do not agree. This was a flow

	PON	VER	CC	Result	BellSouth's Findings
				section did not update in the post-CSR as specified in the LSR.	through order to restore service. For suspend and restore orders data behind UNECN in the S&E is not changed.
R1i	016093GPLN000014	00	9993	The CLEC contact (UNECN) in the S&E section of did not update in the post-CSR as specified in the LSR.	Do not agree. This was a flow through order to suspend service. For suspend and restore orders data behind UNECN in the S&E is not changed.
R1j	016101GPLJ000013	00	9993	The CLEC contact (UNECN) in the S&E section of did not update in the post-CSR as specified in the LSR.	Do not agree. This was a flow through order to restore service. For suspend and restore orders data behind UNECN in the S&E is not changed.

Impact:

BellSouth's inability to accurately update the information in the CSRs may result in a decrease in CLEC customer satisfaction. The mishandling of customer requests will negatively impact a customer's view of a CLEC's service quality.

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BellSouth's Response:

BellSouth's findings for each PON are included in the above tables. KPMG's amended exception response has also been included for each PON.

Below is a summary of the issues and the associated number of PONs.

# of PONs	Issue #	BellSouth's Findings
6	2a, 2b, 2d, 7a, 7b, 7c	-Do not agree. -ACT T is required to move end users to a new location. -BBR will be updated by 03/01/02 for inside move.
1	4b	-Do not agree. -Per BBR the BAN1 is returned on the FOC. -Same as Issue 4a which KPMG removed from the sample.
19	1b, 2c, 6a, 6f, 9a, 9b, 10f, 11b, 11c, 11f, 12a, 15aa, 15ab, 15ac(1), 15ac(2), 15ae, 15ag, 16e, 18a	-Agree. -Service Rep error. -Service reps covered by 12/31/01.
7	R1a, R1b, R1c, R1d, R1e, R1f, R1g	-Agree -Service Rep error. -Service reps covered by 02/08/02.
8	3a, 6b, 6c, 6d, 6e, 7a, 7b, 7c	-Agree. -Feature was implemented in Release 10.3.1 on 02/02/02.
1	5a	-Agree. -Defect fix implemented on 11/03/01.
1	14b	-Agree. -Defect fixed in Release 10.0 on 09/29/01.
32	15a, 15b, 15c, 15d, 15e, 15f, 15g, 15h(1), 15h(2), 15i, 15l, 15m, 15n, 15o, 15p, 15q, 15r, 15s, 15u, 15v, 15w, 15x 15y, 15z, 15ad(1), 15ad(2), 15ah, 15ak, 16a, 16b, 16c, 17a	-Agree. -Feature was implemented in Release 10.3.1 on 02/02/02.
11	11a, 11d, 11e, 19a, 19b, 19c, 19d, 19e, 19f, 19g, 19h	-Agree -EXACT program fix implemented on 11/01/01.
2	10e, 16d	-Agree. -EDI defect fix implemented on 08/11/01.

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# of PONs	Issue #	BellSouth's Findings
3	R1h, R1i, R1j	-Do not Agree -UNECN data not changed for suspend and restore orders.
21	1a, 4a, 8a, 8b, 10a, 10b, 10c, 10d, 10g, 13a, 13b, 13c, 13d, 13e, 14a, 15j, 15k, 15t, 15af, 15ai, 15aj	-KPMG removed from the sample.

In summary, BellSouth agrees with 7 of the 10 PONs identified in KPMG's retest which leads to an 84% accuracy rate.